

TVC Albany Inc. dba FirstLight Fiber
PSC Tariff No. 2 – Telephone
Date Effective: November 30, 2016

Original Leaf 114
Revision 0
Superseding Revision .

Section 8 – SPECIAL SERVICES AND PROGRAMS (cont'd)

8.7 TELECOMMUNICATIONS SERVICE PRIORITY (cont'd)

8.7.3 Responsibilities of the End-User

End-users or entities acting on their behalf must perform the following:

- a. Identify telecommunications services requiring priority.
- b. Request, justify, and revalidate all priority level assignments. Revalidation must be completed every 2 years, and must be done before expiration of the end-user's TSP Authorization Code(s).
- c. Accept TSP services by the due dates.
- d. Have Customer Premises Equipment (CPE) and Customer Premises Wiring (CPW) available by the requested service due date and ensure (through contractual means or otherwise) priority treatment for CPE and CPW necessary for end-to-end service continuity.
- e. Pay the Company any authorized costs associated with priority services.
- f. Report to the Company any failed or unusable services with priority levels.
- g. Designate a 24-hour point of contact for each TSP request and apprise the OPT.
- h. Cooperate with the OPT during reconciliation (comparison of NS/EP service information and resolution of any identified discrepancies) and revalidation.

Issued by: Jill Sandford, Vice President and General Counsel
TVC Albany, Inc. d/b/a FirstLight Fiber
41 State Street
Albany, New York 12207